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DEPARTMENT OF AUDITOR-CONTROLLER**

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September 10, 2008

TO: Supervisor Yvonne B. Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe   
Acting Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – ALANNAH  
FOSTER FAMILY AGENCY AND HOMES – RAINBOW RIDGE AND  
VAL VISTA GROUP HOMES**

We have completed a review of Rainbow Ridge and Val Vista Group Homes (Group Home or Agency) operated by Alannah Foster Family Agency and Homes. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Rainbow Ridge and Val Vista Group Homes are each six-bed facilities, which provide care for boys ages 11-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, each Group Home was providing services for six DCFS children.

Rainbow Ridge and Val Vista Group Homes are located in the First District.

**Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

*"To Enrich Lives Through Effective and Caring Service"*

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement except for a few deficient areas.

Both Group Homes need to replace the sofas in the living room and maintain current court authorizations for children taking psychotropic medication.

Rainbow Ridge Group Home needs to repair or replace the kitchen oven door, repair the hallway closet door and remove the mold from the bathroom. The Group Home also needs to include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.

Val Vista Group Home needs to install closet doors in two of the bedrooms. The Group Home also needs to provide children with opportunities to participate in planning activities, re-train staff to treat children with respect and dignity and allow children to receive unopened mail.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

WLW:MMO:DC:CC:ek

### **Attachments**

c: William T Fujioka, Chief Executive Officer  
Patricia S. Ploehn, Director, DCFS  
Susan Kerr, Senior Deputy Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
Sharon Hebert, Board Chair, Alannah Foster Family Agency and Homes  
Ruth McDonald, Executive Director, Alannah Foster Family Agency and Homes  
Public Information Office  
Audit Committee

**Alannah Foster Family Agency and Homes  
Rainbow Ridge Group Home  
Pomona, California 91766  
License Number: 19780399  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Rainbow Ridge Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Generally, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate lighting in the Group Home. The Group Home provides a home-like environment. However, the sofas in the living room are torn, the kitchen oven and the closet door in the hallway are broken, and the grout around the bathtub and shower in the children's master bathroom has mold.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Rainbow Ridge management:**

- a. Repair or replace the sofas in the living room.**
- b. Repair or replace the kitchen oven door.**
- c. Repair the closet door in the hallway.**
- d. Clean or replace the grout around the bathtub and shower in the children's master bathroom.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current, comprehensive and include short and long term goals. However, input from the treatment team and the child are not included in the development or implementation of the NSPs.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendation**

- 2. Rainbow Ridge Group Home management include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

### **Recommendation**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

#### **Recommendation**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

One child does not have a current court authorization for the psychotropic medication that he is taking.

Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

#### **Recommendation**

**3. Rainbow Ridge Group Home management maintain current authorizations for all children taking psychotropic medications.**

#### **VI. Personal Rights**

**Method of assessment – Interviews with children**

**Sample size: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

**Recommendation**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

**There are no recommendations for this section.**

**Alannah Foster Family Agency and Homes  
Val Vista Group Home  
Pomona, California 91766  
License Number: 197803099  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Val Vista Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Generally, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate lighting in the Group Home. The Group Home provides a home-like environment. However, the sofas in the living room are old and worn.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, in bedroom one and four, the closets are missing doors.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. Val Vista Group Home management:**

- a. Repair or replace the sofas in the living room.**
- b. Install closet doors in bedroom one and four.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

### **Recommendation**

**There are no recommendations for this section.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

### **Recommendation**

**There are no recommendations for this section.**



#### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children participate in extra-curricular, enrichment and social activities in which they have an interest. However, one child reports that he is not provided with opportunities to participate in planning activities.

The Group Home provides transportation to and from the activities.

##### **Recommendation**

- 2. Val Vista Group Home management provide all children with opportunities to participate in planning activities.**

#### **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

One child does not have a current court authorization for the psychotropic medication that he is taking.

Documentation confirms that children are routinely seen by the prescribing psychiatrist. Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

##### **Recommendation**

- 3. Val Vista Group Home management maintain current authorizations for all children taking psychotropic medications.**

#### **VI. Personal Rights**

**Method of assessment – Interviews with children**

**Sample size: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. However, one child reports that the staff do not treat the children with respect and dignity. The child reports that the staff provoke children and use profanity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephones and have private visitors. Children attend religious services of their choice. However, one child reports that when he receives his mail, it has been opened.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

**Recommendations****4. Val Vista Group Home management:**

- a. **Re-train staff to treat all children with respect and dignity, and monitor their interactions.**
- b. **Allow all children to receive unopened mail according to their case plan.**

**VII. Clothing and Allowance****Method of assessment – Review of relevant documents and interviews****Sample size: Two****Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

**There are no recommendations for this section.**

A L A N N A H  
FOSTER FAMILY AGENCY & HOMES

July 21, 2008

County Of Los Angeles  
Dept. Of Auditor-Controller  
Kenneth Hahn Hall of Administration  
500 W. Temple St., Room 515A  
Los Angeles, CA 90012

ATTN: Candance Rhue (Group Home Audit Supervisor)

RE: Revision to CAP's Submitted 3/25/08  
Rainbow Ridge Group Home  
License #197803099  
40 Rainbow Ridge Dr.  
Phillips Ranch, CA 91766  
(909) 469-0643

Dear Ms. Rhue:

Pursuant to our telephone conversation of 7-3-08, please find the recommended corrections made to the above mentioned CAP's.

**I. Facility and Environment**

**Recommendations:**

1. a.) Repair or replace the sofas in the living room.

**IMPLEMENTED** - A new sofa and two large lounge chairs replaced the old sofa's in the living room on 3/14/08. The Administrator will assign the duty of inspecting all furniture for needed repairs to a Facility Manager to ensure the deficiency will not occur again. Our Executive Director/Ruth McDonald will act as our Quality Assurance Person to inspect the home on a monthly basis.

- b.) Repair or replace the oven.

**IMPLEMENTED** - A new kitchen oven & overhead hood was purchased from Home Depot on 3/13/08 and was delivered and installed. Our Executive Director/Ruth McDonald will act as our Quality Assurance Person to inspect the home on a monthly basis.

- c.) Repair the closet door in the hallway.

**IMPLEMENTED** - Downstairs hallway closet door was repaired on 3/14/08. The Administrator will assign the duty of inspecting the home for needed repairs weekly to a Facility Manager to ensure the deficiency will not occur again. Our Executive Director/Ruth McDonald will act as our Quality Assurance Person to inspect the home on a monthly basis.

- d.) Replace the grout around the bathtub and shower in the children's master bathroom.

**IMPLEMENTED** - The grout in the master bedroom bathroom was cleaned and re-caulked and a newly purchased overhead shower was installed. The Administrator will assign the duty of inspecting all bathrooms for cleanliness and any future maintenance to a Facility Manager to ensure the deficiency will not occur again. Our Executive Director/Ruth McDonald will act as our Quality Assurance Person to inspect the home on a monthly basis.

## **II. Program Services**

### **Recommendations:**

2. Rainbow Ridge Group Home management include input from the treatment team and the child in the development and implementation of the Needs and Services Plans.

**IMPLEMENTED** - A Clinical Staff Meeting was held on 3-21-08 and staff gave their input on each child's treatment goals. Alannah's administrator will ensure such meetings take place on a monthly basis.

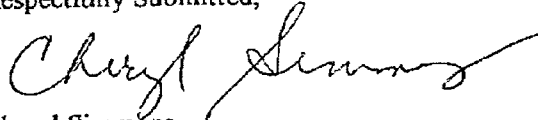
## **V. Psychotropic Medication**

### **Recommendation**

3. Rainbow Ridge Group Home management maintain current authorizations for all children taking psychotropic medication.

**IMPLEMENTED** - Alannah's Administrator immediately followed up and obtained a copy of a child's PMA which was not readily available due to children's court approval pending. Alannah's Administrator will make sure that each child's treating psychiatrist will be reminded a month in advance prior to their PMA's expiration date. In addition, if the treating psychiatrist wishes to see a child bi-monthly it will be noted on the DCFS 561(c) Psychological/Other Form.

Respectfully Submitted,

A handwritten signature in cursive script, appearing to read "Cheryl Simmons", written in black ink.

Cheryl Simmons  
Administrator

Dated: 7/21/08

ALANNAH  
FOSTER FAMILY AGENCY & HOMES

July 21, 2008

County Of Los Angeles  
Dept. Of Auditor-Controller  
Kenneth Hahn Hall of Administration  
500 W. Temple St., Room 515A  
Los Angeles, CA 90012

ATTN: Candance Rhue (Group Home Audit Supervisor)

RE: Revision to CAP's Submitted 3/25/08

Val Vista Group Home  
License #197803081  
1426 Val Vista Street  
Pomona, CA 91768  
(909) 622-7706

Dear Ms. Rhue:

Pursuant to our telephone conversation of 7-3-08, please find the recommended corrections made to the above mentioned CAP's.

**I. Facility and Environment**

**Recommendations:**

1. a.) Repair or replace the sofas in the living room.

**IMPLEMENTED** – Sofa slip covers were purchased on 3/13/08 to make the needed repairs. Alannah's Administrator will assign the duty of inspecting all furniture for needed repairs weekly to a Facility Manager.

- 
- b.) Install closet doors in bedroom one and four.

**IMPLEMENTED** – Closet doors were purchased and installed on 3/13/08. Alannah's Administrator will assign the duty of inspecting the home for needed repairs weekly to a Facility Manager.

#### **IV. Recreation and Activities**

##### **Recommendation**

2. Val Vista Group Home management provide all children with sufficient opportunities to participate in planning activities.

**IMPLEMENTED** – All residents participated in a group meeting held on 3-21-08 to plan activities for the upcoming month of April 2008. Resident group meetings will be held monthly to plan upcoming month's activities.

#### **V. Psychotropic Medication**

##### **Recommendation**

3. Val Vista Group Home management maintain current authorizations for all children taking psychotropic medications.

**IMPLEMENTED** – Alannah's Administrator immediately followed up and obtained a copy of a child's PMA which was pending the children's court approval. Alannah's Administrator will make sure that each child's treating psychiatrist will be reminded a month in advance prior to their PMA's expiration date. In addition, if the treating psychiatrist wishes to see a child bi-monthly it will be noted on the DCFS 561 (c) Psychological/Other Form

#### **VI. Personal Rights**

##### **Recommendations**

4. Val Vista Group Home management:

- a.) Train all staff to treat children with respect and dignity, and monitor their interactions.

**IMPLEMENTED** - On 4-25-08, training was held on "Personal Rights". During this training, the importance of treating children with respect and dignity was addressed. In addition, professionalism, boundaries and interactions with residents were touched upon. A refresher course on "Personal Rights" will be conducted on a quarterly basis.

- b.) Allow all children to receive unopened mail according to their case plan.

**IMPLEMENTED** - On 4-25-08, training was held on "Personal Rights". During this training, the right to allow children to receive unopened mail according to



their case plan was discussed. A refresher course on "Personal Rights" will be conducted on a quarterly basis.

Respectfully Submitted,

A handwritten signature in cursive script, appearing to read "Cheryl Simmons".

Cheryl Simmons  
Administrator

Dated: 7/21/08